

Appl. No. 10/673,679
Amdt. Dated July 5, 2007
Reply to Office action of April 5, 2007

REMARKS

Claim Rejections - 35 USC § 102

The Examiner stated that claims 1-63 are rejected under 35 U.S.C. 102(e) as being anticipated by Garcia (US 2003/0007612).

After reviewing the Office Action, Applicant would like clarification from the Examiner as to the rejection of a number of claims. More specifically, Applicant does not believe that Garcia discloses each of the elements presented in the currently pending claims. For example:

Claim 11 states: "The script compliance method of claim 1, wherein evaluating the at least one interaction includes at least the following:

converting the at least one voice interaction into at least one digital signal comprising at least one spectral representation of the at least one voice interaction,

comparing the at least one digital signal to at least one reference standard that includes at least one known vocabulary, and

matching the at least one digital signal to at least one of words and phrases contained in the at least one reference standard."

The Examiner rejects this claim per paragraph [0022] of Garcia which states:

"[0022] In a further aspect of the invention a method for presenting a recorded message on behalf of an agent receiving a call at an agent station in a call center, the agent station having a telephony interface for receiving calls, the system comprising steps of (a) storing the recorded messages in a repository accessible to a computer-telephony integration; (b) routing a call to an agent by a computer-telephony integration (CTI) processor controlling a telephony switching apparatus; (c) selecting, by the CTI processor, from a data repository having recorded messages stored on behalf of the agent and accessible to the CTI processor, a message to be played to a caller; and (d) upon the agent picking up the routed call, playing the message to the caller."

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Applicant asks the Examiner to point to the specific portions of paragraph [0022] of Garcia that disclose each of the elements in claim 11.

Claim 17 states: "The script compliance method of claim 1, wherein determining whether the at least one agent has adequately followed the at least one script includes defining at least one score assigned by the at least one automatic speech recognition component."

The Examiner rejects this claim per paragraphs [0012] and [0047] of Garcia which state:

"[0012] One solution that has been provided to agents working in multi-client communication centers known to the inventor involves a technique known as agent scripting. Agent scripting involves sending a pre-prepared script specific to a call associated with a client to an agent targeted to receive the call. The script may be a text greeting or some other specific script designed to be read to a customer. Such scripts are routed to and displayed on an agent's PC/VDU at the time of the related call. In this way, agents are prompted what to say (which script to use) based on pre-known information about the call, which is obtained before the actual call is routed to a target agent."

"[0047] Considering an example wherein an event is sourced from Internet 13, assume that customer 37c initiates an IP call (by mouse click) through server 35 to center 15 from a contact page hosted in server 35. At this point, IVR technology hosted in server 35, or some other on-line interaction function may prompt user 37c to indicate a preference from a series of options. If voice recognition is used, a choice is entered based on customer voice response, which must be enabled (firmware and software) at the customer end. In another embodiment, an online submission form (more common) may be used."

Applicant asks the Examiner to point to the specific portions of paragraphs [0012] and [0047] of Garcia that disclose each of the elements in claim 17.

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Claim 19 states: "The method of claim 18, further comprising assigning a respective score to each one of the panels."

The Examiner rejects this claim per paragraph [0049] of Garcia which states:

"[0049] In each represented case, selection of a PAG is automated and achieved according to pre-known information about a communication event. In addition to a standard PAG for incoming events, agents may create PAGs to be used in outbound campaigns. An incoming PAG example may be "Good morning, Express travel. This is Joe. How may I be of service today?" An outbound PAG may be "Good afternoon, this is Joe calling from Express travel to confirm your reservation for a Friday departure". Subtleties such as time of day (morning or afternoon) may be configured in to DA 71 for separate PAGs causing a morning PAG to switch to an afternoon PAG depending on system knowledge of the current time. Similar considerations may be made for day of the week and other system-known parameters. The only requirement of an agent is to create and configure his or her own PAGs according to current assignment."

Applicant asks the Examiner to point to the specific portions of paragraph [0049] of Garcia that disclose each of the elements in claim 19.

Claim 20 states: "The method of claim 1, further comprising comparing data representing an actual duration of at least one interaction, wherein the at least one agent reads at least one script to the at least one client, to data representing an expected duration parameter associated with the at least one interaction."

The Examiner rejects this claim per paragraph [0050] of Garcia which states:

"[0050] It will be apparent to one with skill in the art that communication center 15 may be an answering service for many client/businesses and that many agents operating PAG according to embodiments of the present invention may be given periodic and specific communication assignments. Individual instances of DA assigned at each agent station provide system/agent-identifiable sets of PAGs for use during the duration of their respective assignments. In some embodiments, additional functionality provides VTO

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activation of a "loud whisper" that may be selected and sent to an agent during an interaction. A loud whisper is an audible system-notification piped to an agent during an active call such that only the agent can hear it. Agents may create and configure a loud whisper by using DA 71 and store it for automated use when appropriate. A loud whisper may be "Mr. Jensen is a VIP customer. Treat with care." A loud whisper may be configured in much the same way as a PAG except that it is generally more personalized to an actual customer."

Applicant asks the Examiner to point to the specific portions of paragraph [0050] of Garcia that disclose each of the elements in claim 20.

Claim 21 states: "The method of claim 1, further comprising dispositioning at least one interaction, wherein the at least one agent reads at least one script to the at least one client, based at least in part on a comparison of data representing an actual duration of the at least one interaction to data representing an expected duration parameter associated with the at least one interaction."

The Examiner rejects this claim per paragraph [0051] of Garcia which states:

"[0051] In still another example, one agent may be assigned to temporarily handle calls for another agent from another location. In this case, the inactive agent's calls are forwarded to a new DN (that of the replacement agent). A PAG for this circumstance may be "Hello, you have reached Frank's office phone at United Air. Frank is temporarily unavailable. This is Steve. How may I help you today?" In many cases, generic PAGs may simply be edited slightly to create new PAGs. There are many possibilities."

Applicant asks the Examiner to point to the specific portions of paragraph [0051] of Garcia that disclose each of the elements in claim 21.

Claim 22 states: "The method of claim 1, wherein determining whether the at least one agent has adequately followed the at least one script includes, at least in part, dispositioning at least one interaction, wherein the at least one agent reads at least one script to the at least one

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client, based at least in part on a comparison of data representing an actual duration of the at least one interaction to data representing an expected duration parameter associated with the at least one interaction."

The Examiner rejects this claim per paragraphs [0051] and [0052] of Garcia which state:

"[0051] In still another example, one agent may be assigned to temporarily handle calls for another agent from another location. In this case, the inactive agent's calls are forwarded to a new DN (that of the replacement agent). A PAG for this circumstance may be "Hello, you have reached Frank's office phone at United Air. Frank is temporarily unavailable. This is Steve. How may I help you today?" In many cases, generic PAGs may simply be edited slightly to create new PAGs. There are many possibilities."

"[0052] FIG. 2 is a block diagram illustrating functionality of desktop application 71 of FIG. 1 for driving personalized agent greetings according to an enhanced embodiment of the present invention. DA 71 comprises at least three software layers. These are an agent assignment layer 73, an agent PAG configuration layer 75, and an agent telephony layer 77."

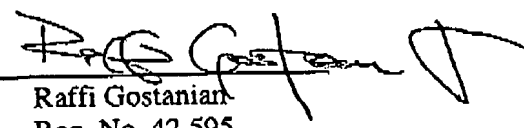
Applicant asks the Examiner to point to the specific portions of paragraphs [0051] and [0052] of Garcia that disclose each of the elements in claim 22.

Applicant thanks the Examiner for his time spent in providing such information to the Applicant.

Respectfully submitted,

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By:


Raffi Gostanian
Reg. No. 42,595
Tel: 972.849.1310

WEST CORPORATION



29129

PATENT & TRADEMARK OFFICE
11808 Miracle Hills Drive
Omaha, Nebraska 68154
(402) 965-7077